

METHOD AND SYSTEM FOR PROVIDING MENU AND OTHER
SERVICES FOR AN INFORMATION PROCESSING SYSTEM
USING A TELEPHONE OR OTHER AUDIO INTERFACE

ABSTRACT OF THE INVENTION

5 A method and system for providing efficient menu services for an information processing system that uses a telephone or other form of audio user interface. In one embodiment, the menu services provide effective support for novice users by providing a full listing of available keywords and rotating house advertisements which inform novice users of potential features and information. For experienced users, cues are rendered so that at any time the user can say a desired keyword to invoke the corresponding application.

10 The menu is flat to facilitate its usage. Full keyword listings are rendered after the user is given a brief cue to say a keyword. Service messages rotate words and word prosody. When listening to receive information from the user, after the user has been cued, soft background music or other audible signals are rendered to inform the user that a response may now be spoken to the service. Other embodiments determine default cities, on which to report information, based on characteristics of the caller or based on cities that were previously
15 selected by the caller. Other embodiments provide speech concatenation processes that have co-articulation and real-time subject-matter-based word selection which generate human sounding speech. Other embodiments reduce the occurrences of falsely triggered barge-ins during content delivery by only allowing interruption for certain special words. Other embodiments offer special services and modes for calls having voice recognition trouble. The special services are entered after predetermined criterion have been met by the
20 call. Other embodiments provide special mechanisms for automatically recovering the address of a caller.

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